



PATENT

Attorney Docket No.: SSM-9

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Jochen Kappel et al.) Examiner: Lynda C. Jasmin
Serial No.: 09/819,446)
Filed: March 28, 2001) Group Art Unit: 3627
For: CUSTOMER CARE AND) Our Account No.: 04-1403
BILLING SYSTEM) Customer ID No.: 22827
)

Requested Amendments and Response to Office Action
Pursuant to 37 C.F.R. §1.112

Commissioner for Patents
U.S. Patent and Trademark Office
Post Office Box 1450
Alexandria, VA 22313-1450

Honorable Commissioner:

Pursuant to 37 C.F.R. §1.112, and in response to the Office Action of November 22, 2005, Applicants respectfully request entry of the presently submitted amendments, and reconsideration and allowance of the subject application, based on the amendments and remarks set forth herein. In accordance with 37 C.F.R. §1.121, the present response includes the following sections.

- **A LISTING OF THE CURRENT CLAIMS** is presented beginning on page 2 of this paper; and
- **REMARKS** begin on page 6 of this paper.